

Title	Mitigate the threat of violence to self and others from aggressive behaviours in a security context		
Level	3	Credits	8

Purpose	<p>This unit standard is intended for security officers who may be required to mitigate the threat of violence to self and others in the course of their duties. It covers the management of violence, including situation assessment and response options.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> describe the threat of violence to safety of self and others in a security context; identify and assess threats to safety of self and others in a security context; identify strategies to eliminate, minimise and respond to risks to personal safety and others, and apply strategies in a non-aggressive manner in a security context; use defensive techniques to respond to violent behaviour in a non-aggressive manner in a security context; and identify and describe immediate post-event activities following an incident involving aggressive behaviour in a security context.
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Classification	Security > Security Staff Services
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Available grade	Achieved
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Guidance Information

- References
 - Children, Young Persons and Their Families (Oranga Tamariki) Legislation Act 2017;
 - Crimes Act 1961;
 - Evidence Act 2006;
 - Fire and Emergency Act 2017;
 - Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018;
 - Good Practice Guidelines, New Zealand Security Association 2019, available from <https://security.org.nz/>;
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003;
 - Local Government Act 2002;

Mental Health (Compulsory Assessment and Treatment) Act 1992 (and amendment 1999);
New Zealand Bill of Rights Act 1990;
Oranga Tamariki Legislation Act 2019;
Policing Act 2008;
Privacy Act 1993;
Private Security Personnel and Private Investigators Act 2010;
Sale and Supply of Liquor Act 2012;
Smoke Free Environments Act 1990;
Summary Offences Act 1981;
Trespass Act 1980;
and all subsequent amendments or replacements.

2 Definitions

Aggressive behaviours – refers to the subject or attacker being in an escalating state using verbal or physical threats and actions.

Defensive techniques – refers to the use of non-aggressive measures to minimise harm from the threat of violence.

Non-aggressive – refers to the application of breakaway techniques to disengage from an attack using lawful force and does not include striking or causing bodily harm to the subject.

Relevant instructions – oral, written or electronically transmitted instructions issued to govern the performance of security tasks, duties, and responsibilities. These may be in the form of policies, procedures, manuals, directives, or legal and compliance requirements. They may relate to a particular assignment, organisation, site or operation of equipment.

Security context – the circumstances in which the security officer works: the security industry and the legal and compliance framework in which the security officer operates including relevant instructions.

Simple holds – one hand-grab and two-hand grab on body or clothing. The attacker is at an escalating state.

3 Assessment range

If this unit standard is being assessed off-job, the relevant instructions will be supplied in a simulated situation.

4 It is recommended that learners already hold Unit 27361, *Manage conflict situations in a security context* before being assessed against this unit standard.

5 This unit standard is a pre-requisite to Unit 21738, *Demonstrate and apply knowledge of lawful use of force in a security context*.

6 Instructors assessing this unit standard must refer to the Instructors Guidelines available from New Zealand Security Association <https://security.org.nz/>.

Outcomes and performance criteria

Outcome 1

Describe the threat of violence to safety of self and others in a security context.

Performance criteria

- 1.1 Describe situations and activities that present specific threats to safety of self and others in accordance with relevant instructions.

Range may include but is not limited to – compliance, enforcement, criminal activities, domestic disputes, employment issues, influence of alcohol and/or drugs, stress, mental health issues.

- 1.2 Describe factors indicating possible threats of violence to self and others in accordance with relevant instructions.

Range factors may include – behaviours, appearance, facial expressions, physical characteristics, demeanor.

Outcome 2

Identify and assess threats to safety of self and others in a security context.

Performance criteria

- 2.1 Identify and describe external threats to safety in accordance with relevant instructions.

Range external threats must include – environmental issues, organisational factors, task objectives, target site characteristics, presence of weapons, persons present.

- 2.2 Identify and describe internal threats to safety in accordance with relevant instructions.

Range internal threats may include but are not limited to – behaviours, experience level of new staff on the job with no prior training, attitudes.

Outcome 3

Identify strategies to eliminate, minimise and respond to risks to personal safety and others, and apply strategies in a non-aggressive manner in a security context.

Performance criteria

- 3.1 Identify and apply appropriate strategies to eliminate or minimise risks to personal safety and others in a non-aggressive manner in accordance with relevant instructions.

Range strategies may include but are not limited to – verbal communication, body language, observation, active listening, negotiation, cultural sensitivity; minimum of two strategies is required.

- 3.2 Identify and apply appropriate strategies to respond to risks to personal safety and others in a non-aggressive manner in accordance with relevant instructions.

Range strategies may include but are not limited to – take no action, call for assistance, defuse, withdrawal, de-escalation, isolation of offender;
minimum of two strategies is required.

Outcome 4

Use defensive techniques to respond to violent behaviour in a non-aggressive manner in a security context.

Performance criteria

- 4.1 Identify consequences of inappropriate responses to violent or aggressive behaviour in accordance with relevant instructions.

Range may include but is not limited to – physical, mental health, legal, environmental, communication, employment;
evidence of two responses is required.

- 4.2 Demonstrate initial defensive techniques to respond to violent behavior in a non-aggressive manner proportionate to the situation and risks and in accordance with relevant instructions.

Range initial defensive techniques may include but are not limited to – stance, position, location, movement, body language, verbal communication, deflection techniques.

- 4.3 Demonstrate defensive techniques used to break away from simple holds in a non-aggressive manner in order to achieve safe separation proportionate to the situation and in accordance with relevant instructions.

Range push-away or pulling techniques, leveraging techniques.

Outcome 5

Identify and describe immediate post-event activities following an incident involving aggressive behaviour in a security context.

Performance criteria

- 5.1 Describe the required reporting requirements following an incident involving aggressive behaviour in accordance with relevant instructions.

Range organisational requirements, police requirements, client requirements.

- 5.2 Identify symptoms and/or indicators of negative personal impacts on self and others following an incident involving aggressive behavior in accordance with relevant instructions.

Range negative personal impacts may include but are not limited to – relationships, sleeplessness, alcohol problems, depression; minimum of two impacts are required.

- 5.3 Identify strategies to manage personal impacts following an incident involving aggressive behaviour in accordance with relevant instructions.

Range strategies may include but are not limited to – EAP, support from family/whānau/friends; music; sports; church groups; physical fitness; pastoral care; minimum of two strategies is required.

Replacement information	This unit standard replaced unit standard 21737.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 August 2020	31 December 2026
Review	2	28 March 2024	31 December 2026

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.